

JOB TITLE: RISE Program Specialist
PAY GRADE: CL 20
LAST REVISED: FEBRUARY 2017

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.*

SUMMARY DESCRIPTION

Under direction of assigned manager, provides a full range of instructional assistance to facilitate and promote student success with the highest disparately impacted student populations at Sierra; provides success coaching assistance to students in a laboratory setting; provides assistance to students and staff in the use of technology; maintains equipment in assigned labs; supervises and provides training to student and/or other temporary workers; and participates in overseeing RISE Center operations including ensuring that materials and technology are current.

REPRESENTATIVE DUTIES - *The following duties are typical for this job classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Coaches and instructs RISE Center users individually or in small groups; answers students' questions.
2. Assists in coordinating operational processes and programmatic initiatives within the RISE Center; develops and implements appropriate methods and procedures to optimize efficient and effective delivery of identity-conscious and intersectional services to RISE students.
3. Creates and facilitates training of student employees (e.g. RISE Peer Mentors); coordinates and leads weekly student employee meetings; maintains records, including time sheets, of student employees.
4. Oversees Starfish Early Alert and academic intervention system for RISE students
5. Asks questions to stimulate critical thinking; guides students to campus academic support systems including writing center, math center, tutoring center, counseling, and success coaches.
6. In partnership with the RISE team, identifies an intervention plan for students who may be subject to probation or dismissal
7. Monitors student activity during RISE Center operations; reports RISE Center user activity statistics to RISE Program Manager/Coordinator.
8. Performs a range of computer training, troubleshooting, and updating procedures and processes; assists RISE Center users in Internet research methods and Internet functions as well as various software applications; monitors virus detection and other software updates on RISE Center network computers.
9. Assists RISE Program Manager/Coordinator with: providing users with general information regarding RISE Center programs and services and/or District programs and services; presenting RISE Center services to faculty members and their classes; creating materials to promote RISE Center services; functioning as a liaison between students, instructors, tutors, and other RISE Center staff members; contacting instructors for clarification of assignments.
10. Provides a variety of training and mentoring services to students; offers encouragement and emotional support to RISE Center users; refers students to various District student service organizational unit(s) and/or individual staff member(s).
11. Determines purchasing needs, investigates costs, and requests materials, equipment, and services to

meet RISE Center user and staff needs.

12. Assists with the planning of the annual undergraduate academic/research conference for RISE students and coordinates support materials for the academic conference.
13. Assists with training and supervision of student employees; assists manager/coordinator with resolving conflicts between RISE Center Users and/or student employees.
14. Provides assistance to the RISE Center Coordinator/Manager in planning and development of RISE Center objectives and Program Assessment Review; develops and implements procedures and policies to address problems and to meet new needs as they arise; ensures materials are available for use.
15. Assists in high school outreach and other public and community related efforts; participates in the development and implementation of appropriate methods and procedures to optimize efficient and effective delivery of services to potential and enrolled students; assists with services to increase access, student retention and success.
16. Communicate regularly with the RISE Success Coach Lead regarding performance of RISE Success Coaches.
17. Performs related duties as required.

QUALIFICATIONS - *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of:

- College level curricula; tutoring and instructional techniques.
- In-depth understanding of college success strategies that are proven to work with historically underrepresented students and disproportionately impacted student groups;
- Computer-aided instruction techniques.
- Office procedures, methods, and equipment including applicable software applications such as word processing, desktop publishing, spreadsheets, and database management.
- Supervisory techniques and conflict resolution techniques.
- Needs of learning disabled, undocumented students, historically underrepresented groups and other disproportionately impacted student populations.

Ability to:

- Relate positively to students in a teaching/learning environment and recognize student needs.
- Listen actively and effectively, identify and solve problems, facilitate learning for students, and build student confidence in help seeking behavior, grit and self-esteem.
- Assess and understand the needs of students from historically underrepresented student groups in higher education
- Perform research connected to growth-mind set, student success strategies, peer mentorship and peer led intervention activities
- Operate office equipment including computers and supporting word processing, spreadsheet, database management, network management, desktop publishing, and Internet navigation applications.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Operate multimedia equipment.
- Presenting in front of large groups.
- Recognize variations in student backgrounds, abilities, and learning styles.
- Deliver criticism and encouragement in a thoughtful, tactful, and sensitive manner predicated on accuracy; maintain patience, empathy, and sensitivity to student needs and concerns; maintain

- honesty, reliability, cooperation, and integrity.
- Maintain RISE Center laboratory operations.
 - Train new student and/or other temporary help.
 - Work independently and collaboratively.
 - Perform general clerical functions.
 - Compile information and statistics and maintain accurate records.
 - Plan and organize work to meet changing priorities and deadlines.
 - Meet critical deadlines while working with frequent interruptions under pressure.
 - Learn and apply applicable federal, state, and local laws, codes, and regulations as well as administrative and departmental policies and procedures.
 - Communicate clearly and concisely, both orally and in writing.
 - Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines: *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Two years of college with major course work in education, social justice, critical pedagogy, or related field. A Bachelor's degree from an accredited college or university is desirable.

Experience:

Two years of increasingly responsible experience in teaching/tutoring, supporting counseling, enrollment and other student services or instruction.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Environment: Work is performed primarily indoors in an education center/classroom/laboratory setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and/or classroom/laboratory setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.